QIES BROWSER ISSUES

Web Browser	Problem	Solution/Comments
Netscape 7.1	Request Reports button appears very slowly when attempting to generate QI Reports, but does appear	Sun Java is installed with the installation of Netscape. If Internet Explorer is used as well as Netscape; ensure at Sun Java is not enabled.
Netscape 7.0	1. Can't delete certificates (if expired). 2. Request Reports button does not appear when attempting to generate QI Reports	1. Through Profile Manager, create a new profile and use the new profile. Certificates MAY now be accepted. If not, delete the old profile from Profile Manager. 2. The default Recommended installation version of Netscape 7.0 does not include the necessary Java components. Please use the "Full" installation, which includes Java support, however the button is still extremely slow in loading.
Netscape 6.2	1. Request Reports button does not appear when attempting to generate QI Reports 2. When you login into MDS submissions and then try to go to Analytic Reports you will get a security error.	1. The default Recommended installation of Netscape 6.2 does not include the necessary Java components. Please use the "Full" installation, which includes Java support. 2. Close Netscape and go back in to the Analytic Reports link first.
Netscape (All versions)	1. Can't view web reports or OBQI reports. 2. Some users experience a problem when printing OBQI reports that the browser will close after printing several reports.	1. Download the plug-in NPDWE70.dll; there is a new version that will allow you to view both of these reports. (The old version does not allow you to view OBQI's) 2. The browser will need to be closed and reopened; you will then be able to print several more OBQI reports. (Sybase is currently working on a new plug-in to correct this problem.)
Internet Explorer 5.5 & 6.0	Cannot view online Web Reports.	6.0 Contains Service Pack 2 (SP2) and 5.5 may include SP2. SP2 is not compatible with Netscape style Plug-ins. Install a prior version of I.E. that is 128-bit compatible or use Netscape.
Internet Explorer (All versions)	1. Request Reports button does not appear when attempting to generate QI Reports 2. OBQI\OBQM users may receive a security error when trying to view the reports.	1. & 2.User will need to have the Java Virtual Machine installed.

Netscape 4.08 is the CMS recommended browser and is available for download from the QTSO website.